

**MICHIGAN DEPARTMENT OF CIVIL SERVICE  
JOB SPECIFICATION**

**STATE SERVICES ASSISTANT**

**JOB DESCRIPTION**

Employees in this job perform and oversee the performance of a variety of tasks where the processing of driver records and/or vehicle records is a substantial and/or essential part of the work.

There are two classifications in this job.

**Position Code Title – State Services Assistant-E**

**State Services Assistant E7**

This is the experienced level. The employee performs a full range of driver and/or vehicle records processing activities. The employee exercises judgment in making decisions where alternatives are determined by established policies and procedures.

**Position Code Title – State Services Assistant-A**

**State Services Assistant 8**

This is the advanced level. The employee either functions as a lead worker, overseeing the work of other state services assistants or as a senior worker. Senior level employees consistently perform complex assignments beyond those expected at the experienced level which have been approved by Civil Service.

**JOB DUTIES**

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Receives requests for information regarding vehicle titles, drivers' records, specific transactions, and instructions and guidelines of the work area; locates or determines appropriate response by searching and retrieving pertinent records; transmits requested information and explanations.

Reviews driver records and license applications where the circumstances require special handling; compares data to guidelines to determine appropriate actions; requests further investigations, hearings, license pickups, re-examinations, restrictions, suspensions, approvals, or other actions; schedules driver improvement training.

Compares driver license applications or vehicle titles to documents, files, and guidelines to resolve complex questions of eligibility, legal ownership or other issues; searches files, requests documentation, and verifies accuracy of information.

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Proofreads data for completeness and accuracy; inspects camera-ready copy or copy to be computer-scanned for clarity; identifies errors and omissions; codes data to make corrections or prepares standard action flashes; returns or holds incomplete, inaccurate, or blurred documents.

Gives written and vision re-examinations.

Operates microfilm or microfiche equipment, computer terminals, video-data terminals, and teletype equipment as necessary.

Prepares summaries or special reports; determines data or materials to be included, as necessary.

Maintains, updates, and retrieves files of documents and records; duplicates, assembles, and/or prepares materials for hearings, title histories, commercial look-ups, certified copies, and other activities or requests.

Calculates registration, license, or other fee charges; checks figures for accuracy.

Resolves work related problems within established guidelines.

Explains appropriate work instructions to other employees as required.

Prepares and types correspondence, reports, forms, standard action flashes, and memoranda as required.

Performs related work as assigned.

### **Additional Job Duties**

#### **State Service Assistant 8 (Senior Worker)**

Researches and resolves the most difficult problem cases.

Compiles, prepares, and submits production reports.

Adapts, if necessary, pertinent generalized instructions in order to meet the required needs of a specific work area.

#### **State Service Assistant 8 (Lead Worker)**

Coordinates work by scheduling assignments and overseeing the work of other office support staff in a specific work area.

Oversees and assures the work quantity and quality flow for a specific work area by directing the employees' strict adherence to instructions and guidelines.

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Reviews and determines work priorities for other office support staff in a specific work area.

Explains work procedures to other employees.

Assists workers with problem situations.

Trains new employees.

### **JOB QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

**NOTE:** Considerable knowledge is required at the experienced level and thorough knowledge is required at the advanced level.

Knowledge of the Michigan Vehicle Code.

Knowledge of general office practices.

Knowledge of correct English usage, spelling, and punctuation.

Knowledge of the various coding systems used within the work area.

Knowledge of the various search techniques needed to locate information.

Ability to read and understand driving records and/or other vehicle related documents.

Ability to interpret and compare data to determine what action should be taken.

Ability to select and compile data for correspondence or reports.

Ability to compose routine correspondence.

Ability to add, subtract, multiply, and divide arithmetical figures; calculate fractions, decimals, and percentages.

Ability to interpret and apply instructions and guidelines.

Ability to search for, interpret, and determine appropriate informational materials.

Ability to perform typing service as required for the work.

Ability to explain instructions and guidelines to others.

Ability to communicate effectively.

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Ability to maintain composure during stressful situations occurring as a result of workloads and/or deadlines.

### **Additional Knowledge, Skills, and Abilities**

#### **State Services Assistant 8 (Senior Worker)**

Ability to perform the most complex driver/vehicle records processing assignments.

#### **State Services Assistant 8 (Lead Worker)**

Ability to organize and coordinate the office support activities of a specific work area.

Ability to allocate work to other office support employees.

Ability to determine work priorities.

### **Working Conditions**

None.

### **Physical Requirements**

None.

### **Education**

Educational level typically acquired through completion of high school.

### **Experience**

#### **State Services Assistant E7**

Two years of administrative support experience, including one year equivalent to a 6-level administrative support classification, involving the processing of driver and/or vehicle records in the Department of State.

#### **State Services Assistant 8**

Three years of administrative support experience, including one year equivalent to the state services assistant, involving the processing of driver/vehicle records in the Department of State.

### **Special Requirements, Licenses, and Certifications**

Possession of a valid Michigan Driver's License.

**NOTE:** Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

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**JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION**

<b><u>Job Code</u></b>	<b><u>Job Code Description</u></b>
STASRVAST	State Services Assistant

<b><u>Position Title</u></b>	<b><u>Position Code</u></b>	<b><u>Pay Schedule</u></b>
State Services Assistant-E	STSRASTE	W41-005
State Services Assistant-A	STSRASTA	W41-009

ECP Group 1  
Revised 12/11/2000  
JVH/VLWT/JVH/BH